

JOE KAIS

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PERSONAL PROFILE

I am a highly organised, resourceful and personable Food and Beverage Professional. I have an enthusiastic and flexible approach to my work with the ability to multi-task whilst maintaining exceptional quality and detail, making me a reliable and hard-working asset to any team. My national and international experience is a great asset to my employer and compliments my work.

EMPLOYMENT HISTORY

DECEMBER 2014- OCTOBER 2020

Mazaj Mediterranean Grill
Restaurant General Manager Windsor

- Grand and soft opening fully licensed 60 indoor seating's and 30 outdoor restaurants
- Day to day operations
- Menu engineering and wine paring
- Standard recipes and implementation
- Establish and set up new suppliers accounts
- Proper equipments for new restaurant
- Local marketing and advertising soft and grand opening

OCTOBER 2012- OCTOBER 2014

Midfield Concession Enterprise
Food & Beverage Manager/ Consultant Michigan- Detroit USA

- In charge of purchasing and special projects as assigned by the Director of operations
- Introduced new Food & Beverage products to boost sales
- Established and implemented standard operating procedures for inventory management control and F&B cost control systems for thirty four units within the company
- Responsible for creating new menus and wine pairing in coordination with suppliers and quality control for the company nation wide

NOVEMBER 2010 – SEPTEMBER 2012

Byblos Hospitality Group
Group training manager- Dubai UAE

- Conducted training seminars for new and current employees including safe food handling, room service training, and how to up sell special products.
- Hiring and orientation of all staff for the group
- Familiarizing Room Division Managers with the F&B departments
- Involved and consulted in opening of all new outlets for the company
- Involved in upgrading all food & beverage cost control systems
- Continued quality improvements for five hotels, and two catering companies

OCTOBER 2009 – OCTOBER 2010

Taza Is Fresh Restaurant
General Manager-Windsor

- Established suppliers accounts and forecasting sales
- Created a custom made menu
- Trained kitchen and service staff
- Established all accounting systems and payroll
- Responsible for overseeing both soft and grand opening
- Established inventory control system

1983- 2008

- Worked in the capacity of Food and Beverage manager in various hotels and restaurants

EDUCATION/CERTIFICATES

JUNE 2010 **St. Clair College of Applied Arts and Technology, Windsor Ontario**
Hotel and Restaurant Management Diploma
(Leadership award)

JUNE 1987 **American Hotel & Lodging Educational Institute USA**
Specialization in Food and Beverage Management

PERSONAL INFORMATION / INTERESTS

- An adaptable team player who is able to work under pressure and meet deadlines
- Efficient and accurate communication throughout all levels
- I enjoy running, cooking, and creating new recipes

SUMMARY OF QUALIFICATIONS

- **Serv Safe**
- **Standard First Aid CPR/AED Level C**
- **Smart Serve** – St. Clair College Windsor, ON
- **Service Excellence** - Ontario Tourism Education Council
- **Safe Food Handling Basic FST Training** - Training & Certificate
- **Product Knowledge LCBO Level One** – St. Clair College Windsor, ON